

Job Description: Golf Operations Assistant
Basingstoke Golf Club

Position: Golf Operations Assistant

Department: Golf Operations

Reports To: Golf Operations Manager

Purpose

The Golf Operations Assistant provides essential support to the Golf Operations Manager and General Manager in delivering exceptional golf experiences to members and visitors. This hands-on role combines office administration, driving range operations, and on-course duties to ensure smooth daily operations and maintain the club's high standards of service. The position requires a passionate golfer with comprehensive golf knowledge who can effectively interact with members and visitors across all areas of golf operations.

Key Responsibilities

Office Administration Support

- Assist the Golf Operations Manager and General Manager with clerical duties and administrative tasks
- Support membership administration processes including data entry and record maintenance
- Help prepare tournament materials such as scorecards, rules sheets, and competition documentation
- Assist with processing tee time bookings and green fee reservations
- Support preparation of club communications and updates
- Handle general golf-related enquiries and direct them appropriately
- Maintain accurate filing systems and departmental records
- Assist with invoicing and payment processing for golf events and green fees

Driving Range Operations

- Manage golf ball collection, cleaning, and distribution systems
- Maintain cleanliness and tidiness of all hitting areas and practice facilities
- Ensure driving range equipment is properly maintained and safely positioned
- Keep ball machines fully stocked and operational
- Manage and update driving range notice boards with current information
- Coordinate marketing displays and promotional materials for the driving range
- Monitor range safety and enforce proper usage guidelines
- Collect and properly store range baskets and equipment
- Ensure litter bins are regularly emptied, and area is kept tidy

On-Course Duties

First Tee Starter

- Provide professional and welcoming service to all golfers at the first tee
- Verify tee time bookings and group compositions
- Communicate course conditions, local rules, and any relevant information

- Manage tee time spacing and starting intervals
- Assist with golf buggy allocation and safety briefings
- Ensure proper pace of play from the outset

Golf Course Marshal

- Monitor pace of play throughout the course and provide assistance as needed
- Maintain appropriate spacing between groups
- Communicate with golfers regarding course etiquette and rules
- Report any course maintenance issues or safety concerns
- Assist with course setup for competitions and events
- Help manage course traffic during busy periods

Drinks Buggy Operations

- Operate mobile refreshment service on the golf course
- Maintain inventory of beverages and snacks
- Provide friendly customer service to golfers on-course
- Handle cash transactions and maintain accurate records
- Ensure buggy is clean, well-stocked, and properly maintained
- Coordinate with food and beverage department on inventory needs

Competition and Event Support

- Assist with golf competition setup and administration
- Help coordinate registration and check-in processes for events
- Support tournament day logistics and operations
- Assist with scoreboard management and results posting
- Help with prize distribution and presentation ceremonies
- Support inter-club matches and society events
- Assist with equipment setup for special events

General Operational Support

- Work closely with and receive support from the golf professional team under the guidance of the Golf Operations Manager
- Collaborate with golf professional team on daily service delivery and coordinate joint activities
- Assist with coordination between different departments
- Support major club events such as Pro-Am, Captain's Drive-In, and board competitions
- Help maintain golf course signage and information boards
- Participate in team meetings and training sessions
- Contribute to continuous improvement initiatives

Requirements

Essential Qualifications

- Active golfer with comprehensive knowledge of golf rules, etiquette, and course management



- Understanding of World Handicap System (WHS) and R&A Rules of Golf
- Excellent communication and interpersonal skills
- Strong customer service orientation with professional demeanour
- Highly organized with attention to detail
- Ability to work independently and as part of a team
- Physical fitness for on-course duties and equipment handling
- Flexibility to work weekends, bank holidays, and varying shifts
- Valid driving license preferred for buggy operations

Desirable Qualifications

- Previous experience in golf operations or hospitality
- Knowledge of golf-specific software systems
- Basic MS Office proficiency
- First Aid certification
- Experience in retail or customer-facing roles

Performance Measurement

- Quality of member and visitor interactions
- Efficiency in completing administrative tasks
- Maintenance standards of driving range facilities
- Effectiveness in pace of play management
- Contribution to smooth event operations
- Teamwork and support provided to Golf Operations Manager
- Adherence to health and safety protocols
- Professional development and golf knowledge enhancement

Working Conditions

This role requires flexibility to work across various locations within the club including the office, driving range, and golf course. Weekend and holiday work is essential, with shifts varying according to operational needs and seasonal demands. The position involves both indoor and outdoor work in all weather conditions.

This position is perfect for someone looking to start their career in the golf club management industry. The Golf Operations Assistant plays a vital role in supporting Basingstoke Golf Club's commitment to delivering exceptional golf experiences while maintaining the club's prestigious reputation and member satisfaction.

Applications should be submitted with a CV to David Green, General Manager via email to david@basingstokegolfclub.co.uk or posted to Basingstoke Golf Club, Down Street, Dummer, Hampshire. RG25 2AD.

Equal Opportunity Employer: Basingstoke Golf Club is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment.